

Process Analysis Matrix & Example

		Purpose							
Process Name	Customer	Goal	Objective	Business Rules	Boundaries	Activities Steps/Tasks	Inputs	Products / Outputs	Measurable Outcome{s}
<i>The title of the process</i>	<i>The person, end user, who personally uses the product to achieve the outcome</i>	<i>How the process supports one or more of the directions of the system / process</i>	<i>A concrete, measurable statement that describes what the process is trying to achieve in support of this goal</i>	<i>A set of requirements / standards that defines or constrains some aspect of the process</i>	<i>Events, actions, or states that initiate the first response / action in a process and that end the response / action</i>	<i>The sequence of key activities / steps carried out in the process</i>	<i>Information or tangible items needed for the process</i>	<i>What is created / transformed by the process - are nouns, countable, deliverable, and specific.</i>	<i>The results that indicate the Goal / Objectives have been achieved</i>
Example: Information Resource Access for New Hires	New Hire	Human, fiscal, & material resources of the department are used efficiently & effectively to assure timely, appropriate, and accurate services to clients.	New hire has access, on first day of work, to all the information resources identified as needed to fully perform his/her job.	1. Privacy - Confidentiality laws & rules. 2. State of Maine OIT IT & Security Policies. 3. Budgetary Constraints.	START: Decision END: Employee has all appropriate IR access to meet customer needs.	1. Notify IT of hiring decision & date of report to work. 2. Identify IR needs. 3. Schedule installation. 4. Install hardware & software. 5. Activate access. 6. Notify new hire's supervisor. 7. Send temporary password(s) to new hire on first day of work.	1. Hiring notification protocols 2. Job description. 3. Standardized access requirements. 4. Needed hardware & software.	1. Temporary passwords. 2. Installed hardware & software.	On first day of work, New Hire has 100% of the information technology resources needed to serve clients in a <u>timely</u> , <u>accurate</u> , and <u>quality</u> manner.